

# Essentials of Management

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## Overview

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### DESCRIPTION

The program can effectively address a wide management audience; however, it will be of little value for non-supervisory personnel. The curriculum is designed to integrate training activities with the supervisor's day-to-day work. Thus, employees without supervisory responsibilities will be unable to complete most phases of the program.

**Leading** *Clarifying the role and requirements of the super-visor's position: the role, the transition into supervision, responsibilities. Myers-Briggs Type Indicator.*

**Planning** *Defining, planning, and organizing the work of the supervisor's unit for maximum efficiency and communication. Effective meetings. Labor relations and working with labor unions.*

**Resolving** *Defining conflict, how type fits into conflict, assessing individual Conflict Management Approaches, steps towards conflict resolution, practicing conflict resolutions and applying best CMA.*

#### **Developing:**

**Part 1** *Implementing the work plan. Defining performance. Defining jobs. Performance Management Systems. Designing and communicating performance expectations.*

**Part II** *Observing and documenting work. Communicating with employees. Conducting performance appraisals. Learning how to use delegation as an effective management tool.*

**Controlling** *Corrective action for conduct and performance problems. Progressive discipline in policy and practice. Effective counseling for solving problems with employees.*

**Protecting** *Legal issues affecting the workplace: sexual harassment, equal employment opportunity and affirmative action, ADA, FMLA. What they mean and what to do.*

**Synthesis** *A laboratory exercise requiring participants to use the skills learned in previous sessions. Overall assessment of content and process.*